

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
PUBLIC UTILITIES COMMISSION

IN RE: NARRAGANSETT ELECTRIC COMPANY
SERVICE QUALITY PLAN PROPOSAL

DOCKET NO. 3628

NOTICE OF PUBLIC HEARING

Pursuant to the provisions of the Rhode Island General Laws §39-1-1 et seq. as amended, the Public Utilities Commission (“Commission”) will conduct a hearing on **Tuesday, January 11, 2005 at 9:30 AM** in the first-floor hearing room of the Public Utilities Commission, 89 Jefferson Boulevard, Warwick, Rhode Island. The hearing may continue thereafter from day to day and time to time as required.

In this docket, the Commission will consider the propriety of the Narragansett Electric Company (“Company”) proposal to implement a revised Service Quality Plan (“Plan”) to emphasize reliability and customer service performance standards so as to underscore the importance of assuring that consistent, reliable electric service and high quality customer service is provided to its customers. The Service Quality Plan objective is to maintain or improve the Company’s service quality and reliability. The Plan establishes reliability and customer service quality standards that can result in financial penalties to the Company. The Commission may adopt, modify the Company’s proposal or approve a different plan than that proposed by the Narragansett Electric Company.

The filing is on file for examination at the Commission’s office and at the office of the Narragansett Electric Company, 280 Melrose Street, Providence, Rhode Island. The filing can also be accessed at www.ripuc.org/eventsactions/docket/3628page.html.

Reference is made to Chapters 39-1, 39-3 and 42-35 of the Rhode Island General Laws; specifically Sections 39-1-7, 39-1-8, 39-1-11, 39-1-12, 39-1-18, 39-1-20, 42-35-8 and 42-35-10.

THE PUBLIC UTILITIES COMMISSION IS ACCESSIBLE TO THE HANDICAPPED.
INDIVIDUALS REQUESTING INTERPRETER SERVICES FOR THE HEARING IMPAIRED
MUST NOTIFY THE COMMISSION CLERK'S OFFICE AT 941-4500 SEVENTY-TWO
HOURS IN ADVANCE OF HEARING DATE.

Luly E. Massaro
Commission Clerk
December 31, 2004